

NEW YORK

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from New York Consumers = 23,939



Fraud Complaints from New York Consumers = 11,241

Top Fraud Complaint Categories for New York Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	3,471	31%
2	Internet Services and Computer Complaints	1,380	12%
3	Shop-at-Home/Catalog Sales	1,057	9%
4	Advance-Fee Loans and Credit Protection/Repair	946	8%
5	Telephone Services	623	6%

¹Percentages are based on the total number of fraud complaints from New York consumers (11,241).

Amount Paid Reported by New York Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
11,241	\$11,554,066	9,362	83%	\$1,234

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by New York consumers (9,362). One consumer reported an amount paid of over \$1.5 million.

Top New York Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
New York City ³	3,264
Rochester	354
Buffalo	203
Syracuse	146
Flushing	129

³"New York City" includes the five boroughs: Bronx, Brooklyn, Manhattan, Queens, and Staten Island.



Identity Theft Complaints from New York Victims = 12,698

Identity Theft Types Reported by New York Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	6,445	51%
2	Phone or Utilities Fraud	2,938	23%
3	Bank Fraud	1,405	11%
4	Loan Fraud	823	6%
5	Government Documents or Benefits Fraud	759	6%
6	Employment-Related Fraud	548	4%
	Other	1,641	13%
	Attempted Identity Theft	1,286	10%

¹Percentages are based on the 12,698 victims reporting from New York. Percentages add to more than 100 because approximately 21% of victims from New York reported experiencing more than one type of identity theft.

Top New York Identity Theft Victim Locations

Victim City	No. of Victims
New York City ²	5,888
Rochester	241
Flushing	165
Jamaica	156
Yonkers	144

²"New York City" includes the five boroughs: Bronx, Brooklyn, Manhattan, Queens, and Staten Island.